



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
Ryan et al., Terry S.	)	
	)	Examiner: CHAN, Wing
Serial No.: 10/056,411	)	
	)	
Filed: 25 JANUARY 2002	)	Art Unit: 2643
	)	
For: SYSTEM AND METHOD FOR	)	
SUPPORTING MULTIPLE CALL	)	
CENTERS	)	

**TRANSMITTAL LETTER TO OFFICAL DRAFTSMAN**

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Honorable Commissioner:

Enclosed please find formal drawings and an issue fee payment of \$1345.00 pursuant to Notice of Allowance mailed March 19, 2004. Additionally, please find a Fee(s) Transmittal form and a return receipt postcard.

The payment of \$1345.00 is for

- 1) Large entity issue fee of \$1330.00; and
- 2) Five (5) additional copies of the patent.

Respectfully submitted,

April 15, 2004  
Date

Anita S. Damian  
Anita S. Damian  
Reg. No. 46,056

LANIER FORD SHAVER & PAYNE P.C.  
Customer Number 021491  
P.O. Box 2087  
Huntsville, Alabama 35804-2087  
Phone: (256) 535-1100  
Fax: (256) 533-9322

**Certificate of Mailing under 37 C.F.R. § 1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first-class mail in an envelope address to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on April 15, 2004.

Anita S. Damian  
Signature

Anita S. Damian  
Printed Name of Person Signing Certificate